We’re looking for an experienced SQL Database Administrator (DBA) who can work on the support and continued development of the hosting estate here at Schroders. You’ll bring knowledge, drive, enthusiasm and a passion for technology. We’ve got a diverse portfolio of technologies at here and your goal is to maintain and build at the highest possible levels to drive customer satisfaction and enable a technology focused working environment for our users.   
About Schroders   
We’re a global investment manager. We help institutions, intermediaries and individuals around the world invest money to meet their goals, fulfil their ambitions, and prepare for the future.   
  
  
As a member of the Global Hosting team working within the Schroders Singapore office, you will be part of the wider Technology family, working alongside (sometimes physically, sometimes virtually) colleagues in all serviceline’s around the world.   
  
Global Hosting are responsible for the Wintel, Unix / Solaris, Storage, Database, Backups, Cloud and Automation serviceline’s, from an operational perspective through to design and delivery. As such, you and other team members at all levels will have a huge amount of experience between you to help each other where needed.   
  
What you’ll do   
  
Work as part of a Global multi-locational cross-matrix team in a dynamic and high pressured environment   
Adhere to the Serviceline’s Global Policies and Standards   
Attend training courses related to the Serviceline as well as taking ownership of your own career progression through continual learning   
Form a professional working relationship with all levels of the Global Serviceline including the Service Desk, Operations, Engineering teams and external vendors in order to share, assist and learn as well as to ensure cohesive incident ownership and resolution   
Proactively own incidents, problems, issues and change requests whilst adhering to the documented processes within the scope of the Global Serviceline whilst adhering to SLA’s and OLA’s where relevant   
Provide an excellent level of ticket management throughout the incident, change, problem or issue, and escalate within agreed guidelines and timelines   
Act as a technical resource for Change Requests, maintenance, firmware upgrades and recurring patch cycles within the scope of the Global Serviceline   
Utilise documented Standard Operating Procedures and other documentation provided   
Highlight any cost saving, shift left or automation opportunities, gaps or possible improvements in the Standard Operating Procedure library, other support documentation and general processes within the Serviceline as part of the Continual Service Improvement process.   
Adhere to Schroders Information Security and Compliance policies and standards within the Global Serviceline   
Provide the highest level of internal customer service during direct or indirect customer interaction   
The knowledge, experience and qualifications you’ll need   
  
A love for technology, a desire to learn and an eagerness to progress   
Experience of working as part of a global team   
Experience of managing a ticket based workload   
Experience providing support using documented operating procedures and processes   
Excellent English communication abilities   
Ability to effectively and efficiently prioritise and execute tasks within a high-pressured environment   
Certification as a Microsoft Certified Professional (MCP) or equivalent   
Knowledge of the following   
  
MS SQL 2005 – 2017 and onwards   
SSRS and SSIS   
High Availability using SQL AlwaysOn, Clustering and Windows Operating systems   
Experience of delivering improvement through debugging code and optimising queries   
Creation and development of scheduled database maintenance routines   
Active Directory in relation to databases   
Power shell, scripting and automation in relation to databases   
Managing large SQL databases up to 12TB   
Security and vulnerability based approach to security hardening   
The Knowledge, Experience and Qualifications That Will Help   
  
Experience of working in the financial sector   
Experience, knowledge or a qualification in the ITIL Framework   
Experience of ServiceNow   
Experience of Azure administration   
Knowledge of storage and backup solutions   
Working in an Agile environment   
A degree-level qualification in a computing or technical discipline   
What you’ll be like   
  
A keen team player with the ability to work across time zones   
Desire to care about the details   
Committed to deliver innovative solutions   
Enjoys analysing and solving problems   
Self-motivated and enthusiastic   
Open to flexible work schedules and ability to work under pressure and tight deadlines   
Enjoys interacting with users and strong communication skills